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ORIGINAL**Arizona Corporation Commission
Utilities Complaint Form****Investigator:** Roxanne Best**Phone:** <<< REDACTED >>>**Opinion Date:** 12/12/2016**Opinion Number:** 2016 - 136428**Priority:** Respond within 5 business days**Opinion Codes:** Rate Case Items - Opposed**Closed Date:** 12/15/2016 4:15 PM**First Name:** Melissa**Last Name:** McIntyre**Account Name:** Melissa McIntyre**Address:** <<< REDACTED >>>**City:** Buckeye**State:** AZ**Zip Code:** 85326**Cell:** <<< REDACTED >>>**Company:** Arizona Public Service Company**Division:** Electric**Nature Of Opinion****Docket Number:** E-01345A-16-0123**Docket Position:** Against

APS doubles their rates on everything from delivery charge, power used, and many other fees in the summer months. There is no reason for this other than they think they can. There are many charges that should simply be the cost of doing business and something we shouldn't be paying for. Billing us for a delivery charge, metering, meter reading (when they don't even come out to your house unless you don't have a smart meter, billing to bill us, having an account, system benefit, environmental benefit when we already get charged by the Federal Government a environmental improvement charge, power supply adjustment when they aren't even reliable with the power during storms (we've lost power so many times), Four Corners (we shouldn't have to pay for a deal they worked out with that power plant), and the LFCR adjustor fee. The fees are excessive especially considering they have a bunch of wooden power poles still up, and like I said can't even be reliable with power. I was born and lived in Philly for the first nine years of my life, and our storms were a hundred times worse and we never lost power. That was back in the 70s/80s. APS is one of the worst power companies there are. Then they threaten to charge you a deposit if you are late paying your bill more than three or four times in a year. That should be illegal. We don't have a choice when it comes who we get our power from. It is either APS or SRP and we can't even choose. They need to stop doubling their fees in the summer months when we really need AC. I have kept my home at the same temperature since we bought the house four years ago. My has never changed and in fact many times has been less, but I am still paying almost the same every year. We replaced our AC with a new more efficient one and there was no improvement in our bills due to these excessive fees. There are people (not us) who struggle to pay their bills and you have companies like APS price gouging when customers really need AC because the temperatures are dangerously high here in the summer. Please help the customers of APS by forcing them to keep their fees low like they are in the cooler months.

Arizona Corporation Commission

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2016 DEC 16 A 9 40**Investigation****Date:****Analyst:****Submitted By:****Type:**

E-01345A-16-0123

Arizona Corporation Commission Utilities Complaint Form

12/12/2016

Roxanne Best

Telephone

Investigation

Called and left voicemail to find out if this is actually a complaint or an opinion she would like added to the record.

Date:

Analyst:

Submitted By:

Type:

12/15/2016

Roxanne Best

Web Submission

Investigation

Comments noted for record and docketed. Closed.
